



289 LaClair • Coos Bay, OR 97420
Phone: 1-541-269-7400 • Toll Free: 1-800-264-0014
TTY: 1-877-769-7400 (Hearing Impaired)
Fax: 1-541-269-2052

Dear Advanced Health Plan Member,

Below is your Advanced Health Plan identification card. Please fill in your name, your primary care physician's (PCP) name, Dental Provider, Mental Health Provider and your DMAP identification number. You will find your DMAP Identification number on your Oregon Health ID card that you receive from the State. Carry your ID cards with you at all times.

Advanced Health wants to give you quality service. If you have any questions or concerns, please call our Customer Service department at one of the phone numbers listed above. You can reach us Monday through Friday, from 8:00 am-5:00 pm.



Advanced Health

AdvancedHealth.com

Advanced Health Identification Card

Member Name: _____

DMAP Identification Number from Oregon Health ID card: _____

Primary Care Provider / Dentist / Mental Health Provider(s): _____

Advanced Health Customer Service: 1-541-269-7400 ♦ Toll Free 1-800-264-0014 ♦ TTY: 1-877-769-7400

Coos Health & Wellness: 541-266-6700 ♦ Curry Community Health: 541-247-4082

Pharmacy Help Desk: 1-800-788-2949 ♦ Med Impact Group # 38900

Use participating pharmacies ♦ Call Advanced Health for current information

Advantage Dental: 1-866-268-9631 ♦ TTY: 711

*This card is for identification purposes only and does not certify eligibility.

Instructions to Members and Providers:

1. All care must be given or referred by the member's Primary Care Physician (PCP). Some services must be approved by Advanced Health Plan before you get them.
2. Members must receive services from participating providers except in the case of urgent or emergency services. Approval from the member's PCP is not required for true emergencies.
3. Contact Advanced Health as soon as possible after you receive emergency care.

Urgent/Emergent Care: If you have an emergency, call 911 or go to the nearest emergency room. You may get treatment from any hospital or other setting for emergency care.

Hospital admissions: Approval is required.

Emergency hospital admissions: Contact Advanced Health by the first working day after admission.

Medication Dispensing: Some medications have to be approved by Advanced Health before you get them. If you need a drug immediately and can't get it approved in one day, pharmacies are required to give at least a 3-day supply of the drug.

Dental Emergencies: Emergency care is covered 24 hours a day, seven days a week. Advantage Dental Services will pay for emergency services as long as an emergency exists. **Approval is not needed for a dental emergency.** First call your Primary Care Dentist (PCD) for advice. If you don't have a PCD or cannot reach your PCD, call **Advantage Dental Services at 1-866-268-9631**, TTY 711 and the Customer Service Department will help you find a dentist if you have a dental emergency.